

**Consumer Protections in California's Duals Demonstration
Public Meeting**

1:00 pm to 4:00 pm | Monday, December 12, 2011

Location: St. Mary's Event Center, 1111 Gough St. San Francisco, CA

Toll-Free Call-In Number: (888) 955-8946 Passcode: 3752346

Agenda

The goal of this public meeting is to receive input from public stakeholders that will inform the establishment of key consumer protections in dual demonstrations. The meeting will include broad discussions about protections that will be offered to dual beneficiaries, as well as specific criteria that demonstration sites will have to address in order to participate.

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| 1. Introduction: | 1:00- 1:05 |
| Peter Harbage, Harbage Consulting | |
| 2. Overview of the Dual Demonstration: | 1:05 - 1:10 |
| Jane Ogle, Deputy Director, Department of Health Care Services | |
| 3. Advocate Representative | 1:10-1:15 |
| Kevin Prindiville, National Senior Citizens Law Center | |
| 4. Issue: Achieving Proper Care | 1:15- 1:50 |
| Roundtable 1 | |
| Q&A /Public Comment | |
| 5. Issue: Creating Effective Beneficiary Communication | 1:50-2:25 |
| Roundtable 1 | |
| Q&A/Public Comment | |
| 6. Break- Switch to Roundtable 2 | 2:25-2:35 |
| 7. Issue: Achieving Proper Access and Delivery | 2:35-3:10 |
| Roundtable 2 | |
| Q&A/Public Comment | |

8. Issue: Launching the System**3:10-3:45**

Roundtable 2

Q&A/Public Comment

9. Closing Remarks**3:45-4:00**

Melanie Bella, Director of the Federal Medicare and Medicaid Coordination Office

In consideration of attendees who are sensitive to environmental odors created by chemicals and perfumes, please restrict the use of fragrances at this meeting.

If disability-related accommodations are required for your attendance or you need materials in alternate formats, please contact Amy Turnipseed at (916) 445-0317, or at amy@harbageconsulting.com at least five days prior to the meeting date.

Please note: The order in which the agenda items are considered may be subject to change. Opportunities for public comment will be provided at the end of each topic.